

# Enterprise Incident Report March 2012

As of 4/2/2012

**Governor's Office**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Governor's Office	Application Services	Danielle Hood	0 0	2 0	2 0
		Dustin Crump	3 0	0 0	3 0
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	5 0	2 0	7 0
	Capitol Desktop Support	Chad Poll	14 14	0 0	14 14
		<b>Assigned to Individual Total</b>	14 14	0 0	14 14
	Help Desk	Julie VanBeekum	1 1	0 0	1 1
		Vicky Marrelli	5 4	0 0	5 4
		<b>Assigned to Individual Total</b>	6 5	0 0	6 5
	Metro A Desktop Support	Kraig Ellis	2 0	0 0	2 0

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			Low	Medium	FCR Total
Governor's Office	Metro A Desktop Support	Robert Wall	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Metro A Help Desk	Cindy Schroeder	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	1 1	0 0	1 1
	Metro B Desktop Support	Bill Crowther	1 0	0 0	1 0
		Jay Locker	1 0	0 0	1 0
		Peter Musser	1 0	0 0	1 0
		Tyler Pearce	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	4 0	0 0	4 0
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0
		Val Shepherd	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	2 1	0 0	2 1
	Metro D Desktop Support	Eldon Jenson	1 0	0 0	1 0
		Michael Schmidt	2 0	0 0	2 0

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			Low	Medium	FCR Total
Governor's Office	Metro D Desktop Support	Philip Henderson	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	5 1	0 0	5 1
	Metro D Help Desk	Doug Brown	3 3	0 0	3 3
		<b>Assigned to Individual Total</b>	3 3	0 0	3 3
	Metro D Hosting	Sean McMillan	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	2 0	0 0	2 0
	Operations Production Control	Duane Hardy	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	1 1	0 0	1 1
	Voice Operations	Julie Sabato	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	2 0	0 0	2 0
	<b>Assigned Group Total</b>		51 26	2 0	53 26

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	Low	Medium	FCR Total
Customer Company Total	51	2	53
	26	0	26

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Governor's Office	Application Services	Danielle Hood	0 0	2 1	2 1
		Dustin Crump	3 0	0 0	3 0
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	5 0	2 1	7 1
	Capitol Desktop Support	Chad Poll	14 0	0 0	14 0
		<b>Assigned to Individual Total</b>	14 0	0 0	14 0
	Help Desk	Julie VanBeekum	1 0	0 0	1 0
		Vicky Marrelli	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	6 0	0 0	6 0
	Metro A Desktop Support	Kraig Ellis	2 0	0 0	2 0

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Governor's Office

			Low	Medium	MIR Total
Governor's Office	Metro A Desktop Support	Robert Wall	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Metro A Help Desk	Cindy Schroeder	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Metro B Desktop Support	Bill Crowther	1 0	0 0	1 0
		Jay Locker	1 0	0 0	1 0
		Peter Musser	1 0	0 0	1 0
		Tyler Pearce	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	4 0	0 0	4 0
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0
		Val Shepherd	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	2 0	0 0	2 0
	Metro D Desktop Support	Eldon Jenson	1 0	0 0	1 0
		Michael Schmidt	2 0	0 0	2 0

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			Low	Medium	MIR Total
Governor's Office	Metro D Desktop Support	Philip Henderson	2 0	0 0	2 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro D Help Desk	Doug Brown	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro D Hosting	Sean McMillan	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Operations Production Control	Duane Hardy	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Julie Sabato	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		51 1	2 1	53 2

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	Low	Medium	MIR Total
Customer Company Total	51	2	53
	1	1	2



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## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Governor's Office	Application Services	Danielle Hood	0 0.00	2 3.10	2 3.10
		Dustin Crump	3 0.29	0 0.00	3 0.29
		Paul Lundell	1 0.70	0 0.00	1 0.70
		Tony Larsen	1 0.40	0 0.00	1 0.40
		<b>Assigned to Individual Total</b>	5 0.39	2 3.10	7 1.17
	Capitol Desktop Support	Chad Poll	14 0.00	0 0.00	14 0.00
		<b>Assigned to Individual Total</b>	14 0.00	0 0.00	14 0.00
	Help Desk	Julie VanBeekum	1 0.04	0 0.00	1 0.04
		Vicky Marrelli	5 0.00	0 0.00	5 0.00
		<b>Assigned to Individual Total</b>	6 0.01	0 0.00	6 0.01
	Metro A Desktop Support	Kraig Ellis	2 0.32	0 0.00	2 0.32

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			Low	Medium	ATTIR Total
Governor's Office	Metro A Desktop Support	Robert Wall	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	3 0.22	0 0.00	3 0.22
	Metro A Help Desk	Cindy Schroeder	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 0.00	0 0.00	1 0.00
		Jay Locker	1 0.18	0 0.00	1 0.18
		Peter Musser	1 0.15	0 0.00	1 0.15
		Tyler Pearce	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	4 0.08	0 0.00	4 0.08
	Metro B Help Desk	Gary Graham	1 0.48	0 0.00	1 0.48
		Val Shepherd	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	2 0.24	0 0.00	2 0.24
	Metro D Desktop Support	Eldon Jenson	1 0.44	0 0.00	1 0.44
		Michael Schmidt	2 0.10	0 0.00	2 0.10

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Governor's Office

			Low	Medium	ATTIR Total
Governor's Office	Metro D Desktop Support	Philip Henderson	2 0.28	0 0.00	2 0.28
		Assigned to Individual Total	5 0.24	0 0.00	5 0.24
	Metro D Help Desk	Doug Brown	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	3 0.00	0 0.00	3 0.00
	Metro D Hosting	Sean McMillan	2 1.09	0 0.00	2 1.09
		Assigned to Individual Total	2 1.09	0 0.00	2 1.09
	Operations Production Control	Duane Hardy	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Voice Operations	Julie Sabato	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	2 0.43	0 0.00	2 0.43
		Assigned to Individual Total	3 0.29	0 0.00	3 0.29
	Voice/Data/WAN Services	Mike Johnson	2 0.23	0 0.00	2 0.23
		Assigned to Individual Total	2 0.23	0 0.00	2 0.23
	Assigned Group Total		51 0.16	2 3.10	53 0.27

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	Low	Medium	ATTIR Total
Customer Company Total	51 0.16	2 3.10	53 0.27

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## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Governor's Office	Application Services	Danielle Hood	0 0	2 1	2 1
		Dustin Crump	3 0	0 0	3 0
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	5 0	2 1	7 1
	Capitol Desktop Support	Chad Poll	14 0	0 0	14 0
		<b>Assigned to Individual Total</b>	14 0	0 0	14 0
	Help Desk	Julie VanBeekum	1 0	0 0	1 0
		Vicky Marrelli	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	6 0	0 0	6 0
	Metro A Desktop Support	Kraig Ellis	2 0	0 0	2 0

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			Low	Medium	MR Total
Governor's Office	Metro A Desktop Support	Robert Wall	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Metro A Help Desk	Cindy Schroeder	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Metro B Desktop Support	Bill Crowther	1 0	0 0	1 0
		Jay Locker	1 0	0 0	1 0
		Peter Musser	1 0	0 0	1 0
		Tyler Pearce	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	4 0	0 0	4 0
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0
		Val Shepherd	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	2 0	0 0	2 0
	Metro D Desktop Support	Eldon Jenson	1 0	0 0	1 0
		Michael Schmidt	2 0	0 0	2 0

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			Low	Medium	MR Total
Governor's Office	Metro D Desktop Support	Philip Henderson	20	00	20
		Assigned to Individual Total	50	00	50
	Metro D Help Desk	Doug Brown	30	00	30
		Assigned to Individual Total	30	00	30
	Metro D Hosting	Sean McMillan	20	00	20
		Assigned to Individual Total	20	00	20
	Operations Production Control	Duane Hardy	10	00	10
		Assigned to Individual Total	10	00	10
	Voice Operations	Julie Sabato	10	00	10
		Romanza Hamblin Sorensen	20	00	20
		Assigned to Individual Total	30	00	30
	Voice/Data/WAN Services	Mike Johnson	20	00	20
		Assigned to Individual Total	20	00	20
Assigned Group Total			510	21	531

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	Low	Medium	MR Total
Customer Company Total	51 0	2 1	53 1



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## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Governor's Office	Application Services	Danielle Hood	0 0.00	2 3.13	2 3.13
		Dustin Crump	3 0.93	0 0.00	3 0.93
		Paul Lundell	1 0.98	0 0.00	1 0.98
		Tony Larsen	1 1.97	0 0.00	1 1.97
		<b>Assigned to Individual Total</b>	5 1.29	2 3.13	7 2.03
	Capitol Desktop Support	Chad Poll	14 0.00	0 0.00	14 0.00
		<b>Assigned to Individual Total</b>	14 0.00	0 0.00	14 0.00
	Help Desk	Julie VanBeekum	1 0.20	0 0.00	1 0.20
		Vicky Marrelli	5 0.17	0 0.00	5 0.17
		<b>Assigned to Individual Total</b>	6 0.17	0 0.00	6 0.17
	Metro A Desktop Support	Kraig Ellis	2 0.75	0 0.00	2 0.75

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			Low	Medium	ATTR Total
Governor's Office	Metro A Desktop Support	Robert Wall	1 1.14	0 0.00	1 1.14
		<b>Assigned to Individual Total</b>	3 0.88	0 0.00	3 0.88
	Metro A Help Desk	Cindy Schroeder	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 0.23	0 0.00	1 0.23
		Jay Locker	1 1.80	0 0.00	1 1.80
		Peter Musser	1 0.31	0 0.00	1 0.31
		Tyler Pearce	1 0.56	0 0.00	1 0.56
		<b>Assigned to Individual Total</b>	4 0.72	0 0.00	4 0.72
	Metro B Help Desk	Gary Graham	1 0.54	0 0.00	1 0.54
		Val Shepherd	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	2 0.27	0 0.00	2 0.27
	Metro D Desktop Support	Eldon Jenson	1 1.84	0 0.00	1 1.84
		Michael Schmidt	2 0.48	0 0.00	2 0.48

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			Low	Medium	ATTR Total
Governor's Office	Metro D Desktop Support	Philip Henderson	2 1.16	0 0.00	2 1.16
		Assigned to Individual Total	5 1.03	0 0.00	5 1.03
	Metro D Help Desk	Doug Brown	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	3 0.00	0 0.00	3 0.00
	Metro D Hosting	Sean McMillan	2 1.39	0 0.00	2 1.39
		Assigned to Individual Total	2 1.39	0 0.00	2 1.39
	Operations Production Control	Duane Hardy	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Voice Operations	Julie Sabato	1 0.05	0 0.00	1 0.05
		Romanza Hamblin Sorensen	2 0.71	0 0.00	2 0.71
		Assigned to Individual Total	3 0.49	0 0.00	3 0.49
	Voice/Data/WAN Services	Mike Johnson	2 0.39	0 0.00	2 0.39
		Assigned to Individual Total	2 0.39	0 0.00	2 0.39
Assigned Group Total			51 0.44	2 3.13	53 0.54

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	Low	Medium	ATTR Total
Customer Company Total	51 0.44	2 3.13	53 0.54

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### Detail

<b>INC000000467940</b>	Andrea Hansen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice/Data/WAN Services	Mike Johnson	Governor's Office	Low	Closed	TTR Missed: No	0.48
<b>INC000000470836</b>	Kevin anderson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.06
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low	Closed	TTR Missed: No	1.23
<b>INC000000471042</b>	Dean Healey	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000471166</b>	Ann J Carrillo	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Closed	TTR Missed: No	0.10
<b>INC000000471244</b>	Alan Matheson Jr.	Application	Error	Employee Gateway		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	
<b>INC000000471551</b>	Ann J Carrillo	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000471695</b>	David Stoddard	PC/Laptop	Error	None		TIR Missed: No	0.74
	Metro D Hosting	Sean McMillan	Governor's Office	Low	Closed	TTR Missed: No	1.01
<b>INC000000471706</b>	Brandon Malman	None	None	None		TIR Missed: No	0.40
	Application Services	Tony Larsen	Governor's Office	Low	Closed	TTR Missed: No	1.97
<b>INC000000471736</b>	Denise Brems	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Governor's Office	Low	Closed	TTR Missed: No	0.56
<b>INC000000474113</b>	John Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000474514</b>	Brandon Malman	None	None	None		TIR Missed: No	0.70
	Application Services	Paul Lundell	Governor's Office	Low	Closed	TTR Missed: No	0.98
<b>INC000000474657</b>	Connie Wettlaufer	Telecom	Hardware	None		TIR Missed: No	0.63
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	0.88
<b>INC000000475276</b>	Ann J Carrillo	Telecom	Dial Tone	Telephone		TIR Missed: No	0.30
	Voice/Data/WAN Services	Mike Johnson	Governor's Office	Low	Closed	TTR Missed: No	0.31
<b>INC000000475298</b>	Gibson Peters	Application	None	Novell GroupWise		TIR Missed: No	0.48
	Metro B Help Desk	Gary Graham	Governor's Office	Low	Closed	TTR Missed: No	0.54
<b>INC000000475489</b>	Spencer Hadley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000475493</b>	Gloria Hunt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00

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<b>INC000000475495</b>	Jackie Jameson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000475496</b>	Hunter Finch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000475567</b>	Connie Wettlaufer	Telecom	Call Management	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	0.55
<b>INC000000476498</b>	Spencer Hadley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000476502</b>	Doreen Weyland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000477639</b>	Tami Black	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000478112</b>	Gloria Hunt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000478126</b>	Nancy Grisel	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000478401</b>	Samantha Julian	Mobile Devices	Error	iPhone		TIR Missed: No	0.74
	Application Services	Dustin Crump	Governor's Office	Low	Closed	TTR Missed: No	0.93
<b>INC000000479429</b>	Samantha Julian	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	0.67
<b>INC000000479524</b>	Cheralyn Anderson	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Closed	TTR Missed: No	0.23
<b>INC000000479801</b>	Eric Ellis	Application	Password	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Julie VanBeekum	Governor's Office	Low	Closed	TTR Missed: No	0.20
<b>INC000000480115</b>	Noleen Warrick	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000480807</b>	Cheralyn Anderson	PC/Laptop	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Peter Musser	Governor's Office	Low	Resolved	TTR Missed: No	0.31
<b>INC000000481596</b>	Eric Nay	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	1.14
<b>INC000000481902</b>	Lena Ward	Application	Error	BMI		TIR Missed: Yes	1.45
	Metro D Hosting	Sean McMillan	Governor's Office	Low	Resolved	TTR Missed: No	1.76
<b>INC000000481999</b>	Liz Cordova	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000482004</b>	Connie Wettlaufer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000482569</b>	Ann J Carrillo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000482599</b>	Eric Nay	None	None	None		TIR Missed: No	0.58
	Metro A Desktop Support	Kraig Ellis	Governor's Office	Low	Resolved	TTR Missed: No	1.42
<b>INC000000482736</b>	Eric Nay	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Governor's Office	Low	Resolved	TTR Missed: No	0.07
<b>INC000000482947</b>	Dean Healey	Application	Error	None		TIR Missed: No	0.11
	Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Resolved	TTR Missed: No	0.86
<b>INC000000483064</b>	Michael Green	Application	Password	Public Meeting / Notice Web Site		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000483137</b>	Lynette Erickson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000483693</b>	Kevin Anderson	None	None	None		TIR Missed: No	0.44
	Metro D Desktop Support	Eldon Jenson	Governor's Office	Low	Resolved	TTR Missed: No	1.84
<b>INC000000484073</b>	Don Willie	Telecom	Voice Mail	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Governor's Office	Low	Resolved	TTR Missed: No	0.05
<b>INC000000484299</b>	Ann J Carrillo	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000484858</b>	Brian Somers	None	None	Gmail		TIR Missed: Yes	5.56
	Application Services	Danielle Hood	Governor's Office	Medium	Resolved	TTR Missed: Yes	5.56
<b>INC000000484936</b>	Brian Somers	None	None	Gmail		TIR Missed: No	0.64
	Application Services	Danielle Hood	Governor's Office	Medium	Resolved	TTR Missed: No	0.71
<b>INC000000485910</b>	Robert Spendlove	None	None	Gmail		TIR Missed: No	0.13
	Application Services	Dustin Crump	Governor's Office	Low	Resolved	TTR Missed: No	
<b>INC000000485910</b>	Robert Spendlove	None	None	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Governor's Office	Low	Resolved	TTR Missed: No	
<b>INC000000486326</b>	Lee Wyckoff	Application	Error	Novell GroupWise		TIR Missed: No	0.49
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low	Resolved	TTR Missed: No	1.10
<b>INC000000487151</b>	Tami Black	Network	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Jay Locker	Governor's Office	Low	Resolved	TTR Missed: No	1.80
<b>INC000000487263</b>	Briant Smith	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report March 2012

As of 4/2/2012

## Governor's Office

<b>INC000000487264</b>	Kamron Dalton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000487422</b>	Kamron Dalton	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000488425</b>	Connie Wettlaufer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00